

Adapting for Success During Uncertain Times

(Vantage Training Module #4)

How Leveraging Technology can Make Remote Loan Closings Safe & Convenient while Remaining in Compliance.

Information Provided By: Vantage Recreational Finance Inc.

The following creative concepts and operational recommendations are to assist dealers in continuing to sell and close marine financing contracts on a **remote basis**. They are meant to help marine dealers across the U.S. to adapt and keep business flowing during these challenging times. Successfully navigating the next few weeks will depend on our ability to adapt to the current limitations of our new work environment. **PLEASE** stay within your current lender agreements and follow your local, state or national Covid-19 guidelines when considering employing any of the concepts communicated in this document.

Keeping Private Information Safe while Working Remotely



(Click Logo to Link)

It is important to remain Compliant when working remotely. We recently found a Virtual Private Network (VPN) product offering, <https://www.encrypt.me>, that we tested and believe can add a significant level of data security for the dealer representative working from home. Encrypt.me offers a **FREE** Trial and may be an option for you to implement in your business.

Remote Loan Closings made Easier through a Defined Process Flow

The following is a conceptual process flow that we have put together that may help you to accomplish more closed financed sales while maintaining mandated social distancing protocols.

STEP 1

Email Loan Package to Your Customer

Make Sure Loan Package PDF is **Password Protected** for the security of customer's private information.

Note: Adobe Acrobat DC Pro makes it very easy to password protect ANY PDF document. **Free Trial** can be found here:

<https://acrobat.adobe.com/us/en/free-trial-download.html>

(Click Link)



STEP 2

Customer Prints & Signs Loan Package

Tip: To add the personal touch, you could also **FaceTime**, **Zoom** or use **other video chat** services with the customer to walk them through the proper signing of loan package.



STEP 3

Customer Scans Documents and Emails them Back to You

We found and tested a convenient and Free **Mobile Device Scanning App** for those individuals that do not have access to a scanner at home. Password protecting PDF before emailing is advised.



STEP 4

Customer Mails Original Signed Loan Package Back to Dealer

Tip: For convenience and speed of return, we recommend sending a **Pre-Paid USPS Priority Mail label** with the closing package. Customers will then send back original loan package back to you in a trackable and timely manner.



The goals accomplished with this Remote Process

- Your dealership remains compliant.
- Customer did not need to leave their home.
- The closing package was kept secured during public email transfer.
- Original signed loan documents were returned in a timely manner.
- It was convenient and safe for the customer.
- Leveraged technology and complying with social distancing.

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